uonews

Universal Orlando Resort™ Team Member Newsletter

July 9 - 22, 2018

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It's More Than Just a Survey. Help Us Build a Better Universe!

Online or Paper • Confidential • English or Spanish

TSAT 2018

What is the TSAT Survey?

To support our company's mission of providing an environment where our Team Members are proud to work, each year we conduct the Team Member Satisfaction (TSAT) Survey and take actions based on the survey to improve satisfaction. The survey helps us:

- **understand what "drives" Team Member satisfaction and commitment**
- **improve communication and learn from our Team Members' valuable opinions and great ideas**
- **develop action plans for continuous improvement at our company**

The 2018 TSAT Survey Starts Online July 23 and In-Person July 25.

Check Out Page 3 of This Issue for this Year's TSAT Updates!

PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

CARING & SHARING

Give Kids the World Introduces New Wish Child Button

At the beginning of July, Give Kids the World launched their brand new 'Wish Child' button. As with the previous pink and blue designs, the new purple button will feature the child's first and last name, dates of stay, and hometown.

What is "Give Kids The World"?

Give Kids The World Village is an 84-acre, nonprofit resort located in Central Florida. Here, children with life-threatening illnesses and their families from around the world are provided with a weeklong, cost-free vacation. Each year 27,000 children are diagnosed with a life-threatening illness, and more than half of those children wish to visit Central Florida and its collection of theme parks and other attractions.

How does Universal Orlando play a part?

Universal Orlando donates Two-Park, Two-Day Park-to-Park Admission Passes and the Gold Guest Assistance Pass for the Wish Child and his/her family, two parking vouchers, and a complimentary stroller or wheelchair. Additionally, UO characters are sent to the Give Kids The World Village every Friday, and our Team Members have a strong volunteer presence there throughout the year.

Give Kids The World

Are You Volunteering?

52 club U GIVE

Give the the precious gift of your time and help our community by volunteering today! Learn about upcoming projects by calling:

Community Relations
407-363-8731

or by emailing:
volunteers@universalorlando.com

Universal Orlando HALLOWEEN HORROR NIGHTS
SELECT NIGHTS • SEPT 14–NOV 3

Chucky and Killer Klowns to Haunt the Streets of Halloween Horror Nights™

All Scare Zones Are Revealed! Two horror icons originating in the 1980s - **Chucky** and **Killer Klowns from Outer Space** – will come to life as terrifying scare zones at Universal Orlando's Halloween Horror Nights.

In the Revenge of Chucky scare zone, one of the most frightening icons in horror history, Chucky from Universal 1440 Entertainment's film series, is back to create chaos in the streets of Universal Studios. Guests will enter a toy fair turned lethal, filled with diabolical twists on childhood toys from the past. They will be stalked by possessed toys – such as murderous monkeys, a board game turned deadly, and more. And, gGuests will come face-to-face with the world's deadliest doll.

In the Killer Klowns from Outer Space scare zone, an interstellar circus tent filled with the otherworldly klowns from Metro Goldwyn Mayer Pictures' hit horror sci-fi film has landed in the streets of Universal Studios. The sweet smell of cotton candy will invite guests inside – but they will soon realize that the treats are spun from unsuspecting victims, and they're next on the list. Guests will try to escape the killer klowns or face the wrath of their ray guns, which will turn them into grotesque cotton candy snacks.

Revenge of Chucky and Killer Klowns from Outer Space complete the scare zone line up for this year's event. Three other original stories will haunt the streets – including **Vamp 85: New Year's Eve**, **Twisted Tradition** and **The Harvest.**

Stay tuned to blog.universalorlando.com and visit **uKNOW** from any on-property computer for additional details.

Jurassic World™ Kids' Suites Debut at Loews Royal Pacific Resort

Royal Pacific Resort now features Jurassic World Kids' Suites! Designed to transport the little ones right the island of Isla Nublar, the kids' bedrooms include beds shaped like "gyrospheres," carpets with a map of the valley and trail markings, and walls depicting Velociraptors, Pterodactyls, and even the Indominus Rex!

LOEWS Royal Pacific RESORT
UNIVERSAL ORLANDO™

For more information, visit the Official Universal Orlando Blog, as well **uKNOW** (accessible from any on-property computer).

Brazilian Soccer Icon Kaká Stars in new Universal Parks & Resorts TV Commercial

Soccer fever has taken over the world, including Universal Parks & Resorts. Renowned Brazilian soccer icon, Kaká, is the star of the new Universal Parks & Resorts TV commercial, set to air throughout the duration of the World Cup in the U.S., Mexico, and Brazil.

The new TV spot features Kaká dribbling his way through Universal's most popular attractions as he attempts to return a soccer ball to a family enjoying the parks. All the action is narrated by famed soccer announcer, Andrés Cantor. The spot debuted on Telemundo Networks on Saturday, June 23 and is also running online. "I lived in Orlando for three years, and I felt that Universal was the backyard my house," said Kaká. "So every time that I come here I feel at home.

- Visit blog.universalorlando.com for a look behind the scenes at the commercial -

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TSAT 2018

It's More Than Just a Survey.

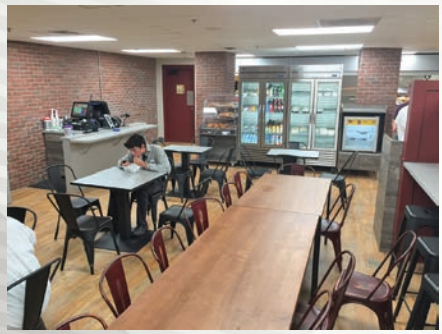
Help Us Build a Better Universe!

Improvements based on TSAT! TSAT is a critical component of our company culture. Your feedback makes it possible for us to improve satisfaction all year long. Check out some of the highlights of the big changes we've made in response to your feedback over the last year:

A brand-new 140,000 square foot building designed for Entertainment Costume Fabrication and Entertainment Warehousing opened on Beacon Lake Drive.

The exclusive, back-of-house Team Member Starbucks opened for business.

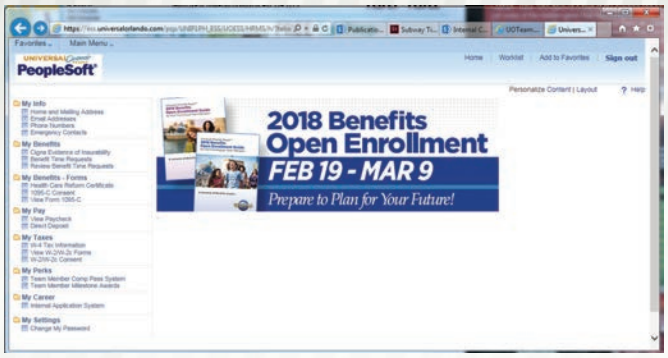
The Hollywood Mini Grill was upgraded with new furniture, new flooring, and newly painted walls.



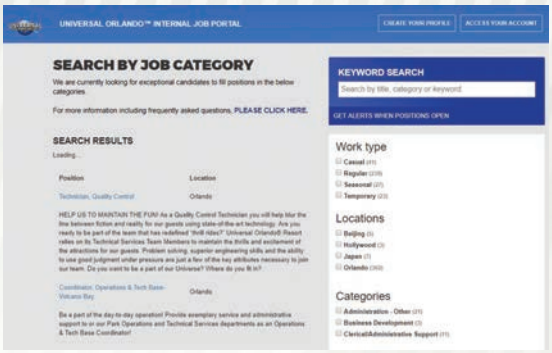
Break-Away Café was refurbished with expanded seating, grab-and-go menu items, and more!

A brand-new Team Member grill, The Breezeway Café, opened at the Promenade building.

Team Member Grills switched to eco-friendly to-go containers.



The Self-Service Center was updated with easier navigation.

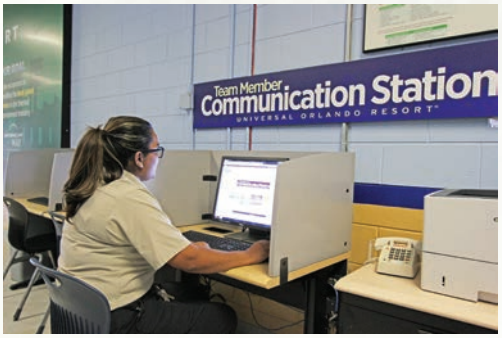


Universal Orlando launched a new, easier-to-use, Internal Application system.

Wardrobe introduced new conveniences such as an updated self-scan system, new digital displays, a "Shoes for Crews" kiosk, extended hours, name tag services at North Parking Structure Wardrobe, and more.

UNIVERSAL ORLANDO RESORT
HALLOWEEN HORROR NIGHTS™
NOT FOR SALE

For the first time ever, Team Members were given the option to convert one of their quarterly comp passes to a Halloween Horror Nights™ ticket on select event nights.



New Team Member Communications Stations were implemented with quicker access to KRONOS, ESS, uLearn, and more.

A new and improved bus loop and drop-off lanes were added to the Team Member Parking lot.

The Vacation Policy was enhanced to give full-time Team Members reaching their 10-year anniversary with the company up to 160 vacation hours.

Volcano Bay opened Field Operations offices for the leadership teams of Aquatic Operations, Premium Services, and Park Services.

What's to Come

As our resort continues to grow and expand, so are the facilities and resources for our Team Members. Check out these exciting updates coming soon:

B-2, conveniently located between the Wardrobe Building and Gate 2, will be home to Wardrobe expansion, TeamCare, ID Processing, the Universal Education Center, and administrative expansion. B-2 is set to open later this summer!

An all-new Gate 2 entrance is being established as part of the B-2 construction. This new Team Member entrance will offer enhanced and efficient access. Stay tuned for more details!

Construction is set to begin this fall on the expansion of the TeamPark garage! This extension will add more than 800 additional parking spaces and is scheduled to be completed by the end of the year.

In Focus: Cooperation Across Divisions

"Cooperation Across Divisions" was identified as a key business lever and has been our company-wide focus for Team Member Satisfaction (TSAT) in 2018. Teams across UO have been demonstrating ways to enhance cooperation in their areas. Here are just a few examples of how teams are coming together:

Attractions Operations, Technical Services, and Business Analytics/Industrial Engineering have been working together to find innovative ways to improve the guest experience with a focus on increasing operational readiness, reducing wait times, and increasing throughput at our attractions. The teams kicked off this initiative at a brainstorming session last year and have continued to meet on a monthly basis to collectively work to break down existing barriers. They have modified downtime codes, evaluated existing policies, improved communication and efficiencies, and so much more. They have also partnered with various teams across the resort, such as Consumer Insights, Operations Base, and others to gather data, generate reports, and further explore the potential of the program moving forward.

"I believe this is one of the best examples of cooperation across divisions. By working together and focusing on the 'big picture' versus our individual department priorities, we have been able to engage our Team Members in a whole new way while making a significant impact on our Guests' experience!"
- **Mary Sunshine,** Director, Attractions Operations

Offsite teams, including **Technical Services Creative Fabrication & Figure Finish, Entertainment Costuming & Fabrication,** and **Universal Creative Prop/Model Shop** took the opportunity to make annual safety training an opportunity to build relationships between departments with a day of networking, learning, and fun! **Talent Development's Safety & Compliance** team delivered eight different classes and everyone enjoyed lunch and fun from Team Member Services' Party Patrol.

"Events like this help us harvest the collaborative atmosphere with our Team Members across our departments and divisions!"
- **Beth Aswell,** Technical Manager, Tech Services - Creative Fabrication & Figure Finish

With the help of Organizational Development, **Technical Services, Parks Technology,** and **Sourcing** recently came together in a special session on their use of the Maximo system. The teams spent time building relationships, clarifying roles and goals, and examining processes for greater efficiencies.

"I was happy to have been a participant in this process and see UO's commitment to improve the cooperation across divisions firsthand. Our roles in making Universal Orlando successful are intertwined, so we should always be 'climbing higher' together to achieve our objectives."
- **Sharon Lum**, Director, Information Technology PMO

Universal Orlando recycles over 1,300 tons of cardboard annually from balers and towable dumpsters located in our back-of-house service yards. Previously, only Park Services Team Members could operate the baler to compress the cardboard. This led to cardboard building up and reducing the appearance of these service yard areas. Recently, **Park Services** partnered with **EHS, Revenue Operations,** and **Talent Development** and through their collaboration, now select Team Members over the age of 18 are able to load/cycle the balers after receiving the proper training.

"This is an exciting step to keep our service areas show ready, maintaining our company's commitment to sustainability efforts, and a great example of our 2018 business lever of 'Cooperation Across Divisions.'"
- **Jason Stonesifer**, Manager, Park Services Projects & Sustainability

What happens with the results of the TSAT Survey?

Survey Data & Comments → **Reports** → **Results** → **Action Plans**

- The **survey data is processed** by an outside vendor
- The **comments are processed** by UO's Organizational Development team

- **Reports are distributed** to management teams

- **Results communicated to Team Members via:**

Shift/staff meetings
Bulletin boards
Memos
Town Hall meetings

- **Action Plans** are created collaboratively by each department or venue to document steps to make improvements and track progress. You should expect to be a part of this process via meetings and focus groups.

Did you know? Your TSAT feedback is kept completely confidential!

Meet the TSAT Team!

TSAT administration is managed by the **Organizational Development** team in Human Resources. This team cultivates and delivers global insights to shape our culture through a variety of tools and processes, including the annual TSAT Survey. Organizational Development develops and administers all elements of TSAT including distributing reports, delivering training/presentations, analyzing data, reading written comments, facilitating Action Planning sessions, and supporting the TSAT Advocacy Group (TAG)!

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Anisa Ali
Sr. Manager

Velana Grover
Manager

Nikki Green
Manager

Matthew Lopez
Analyst

Wes Byron
Sr. Representative

Chelsea Peach
Representative

Katie Gilbert
Coordinator

Who is the TSAT Advocacy Group?

The TSAT Advocacy Group (TAG) includes leaders from across Universal Orlando and is responsible for identifying and following up on TSAT focus areas that are "global" and important to all of us across our company.

The TAG team recently launched **"Walk in My Shoes,"** a collaborative peer partnership journey that focuses on one of our key drivers this year, "cooperation across departments." Selected participants have been paired with a peer from another team as an opportunity to enhance their internal network, learn more about the other team, and obtain additional insight on their own projects or challenges. Stay tuned for more on this program and more from your TAG Team!

Talk to your leader today to learn how you can take part in the action to support satisfaction all year long!

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Team Members Only

UOTMS
Universal Orlando Resort™ Team Member Services

2018 Fun Run Registration NOW OPEN

Join UOTMS for the 3rd annual UO Fun Run on Saturday, December 1

UO Team Members can sign up for a special discounted price of $25 from now until August 31! Whether you're running with a team or flying solo, you can participate in a fun-filled 5k run through both Universal Studios Florida and Islands of Adventure, complete with music, special character appearances, and even an after party!

UO UNIVERSAL ORLANDO RESORT FUN RUN 5k · DECEMBER 1, 2018

Sign up today at **UOFunRun.com**

Kayaking at Sunset

Join UOTMS for a Sunset Paddle Along the Winter Park Chain of Lakes

This 2-hour paddling tour is guided through three of the seven lakes, including three narrow, garden-lined canals on some of the most the peaceful and beautiful waters in Central Florida.

Sunset Paddle

Thursday, July 19 / 7:00pm

$30/person (1 guest welcome) / Register in Team Member Services- B-111

Developing Leadership Talent Program Graduates 23rd Class!

Talent Development's Developing Leadership Talent (DLT) Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role.

developing leadership talent

The most recent class of graduates celebrated the completion of the program on June 28. During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. Congratulations to the recent DLT graduates!

Interested in participating in the next DLT round? **Talk to your leader today!**

THE COWFISH SUSHI • BURGER • BAR

Spotlight on CityWalk: The Cowfish® Sushi Burger Bar

This month's Spotlight on CityWalk is on **The Cowfish® Sushi Burger Bar**! Now through July 31, **Team Members can experience The Cowfish® and enjoy a FREE appetizer with the purchase of an entrée** (restrictions may apply).

Stay tuned to the next issue of ***UO News*** for a closer look at The Cowfish®!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Lea Robarts** and **Noel Dewitt** from Food & Beverage on the birth of their child, Salem Morrigan Dewitt, on June 8.
- Congratulations to **Brendaliz Vega Irizarry** from Entrance Operations and Edwin Montero Perez - the couple celebrated their 20th wedding anniversary on July 4.
- Congratulations to **Karl Bender** from Technical Services and Stacy Bender - the couple celebrates their 29th wedding anniversary on July 9.
- Congratulations to **James Wood** from Parking & Transportation and Jerri Wood - the couple celebrates their 25th wedding anniversary on July 16.
- Congratulations to **Kyle Haak** from Merchandise and **Cassie Hodgson** from Entertainment on their recent engagement.
- Congratulations to **Nicole Harper** from Attractions Operations and **Ryan Woirol** from Parking & Transportation on their recent engagement.
- Congratulations to **Shabeli Molina-De Jesus** from Entrance Operations and Chase Lach on their recent engagement.

Are you celebrating a recent wedding anniversary, engagement, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Assisting Team Members in Need of School Supplies

This year we are asking Team Members to help support students by building backpacks for elementary, middle, and high school students.

These completed backpacks should consist of essential school supplies that students will need this year and will go directly to qualified UO Team Members who are in need of assistance.

For more information and a complete list of requested supplies, please contact **Maria Akinwolere at 407-224-6690 or maria.akinwolere@universalorlando.com**

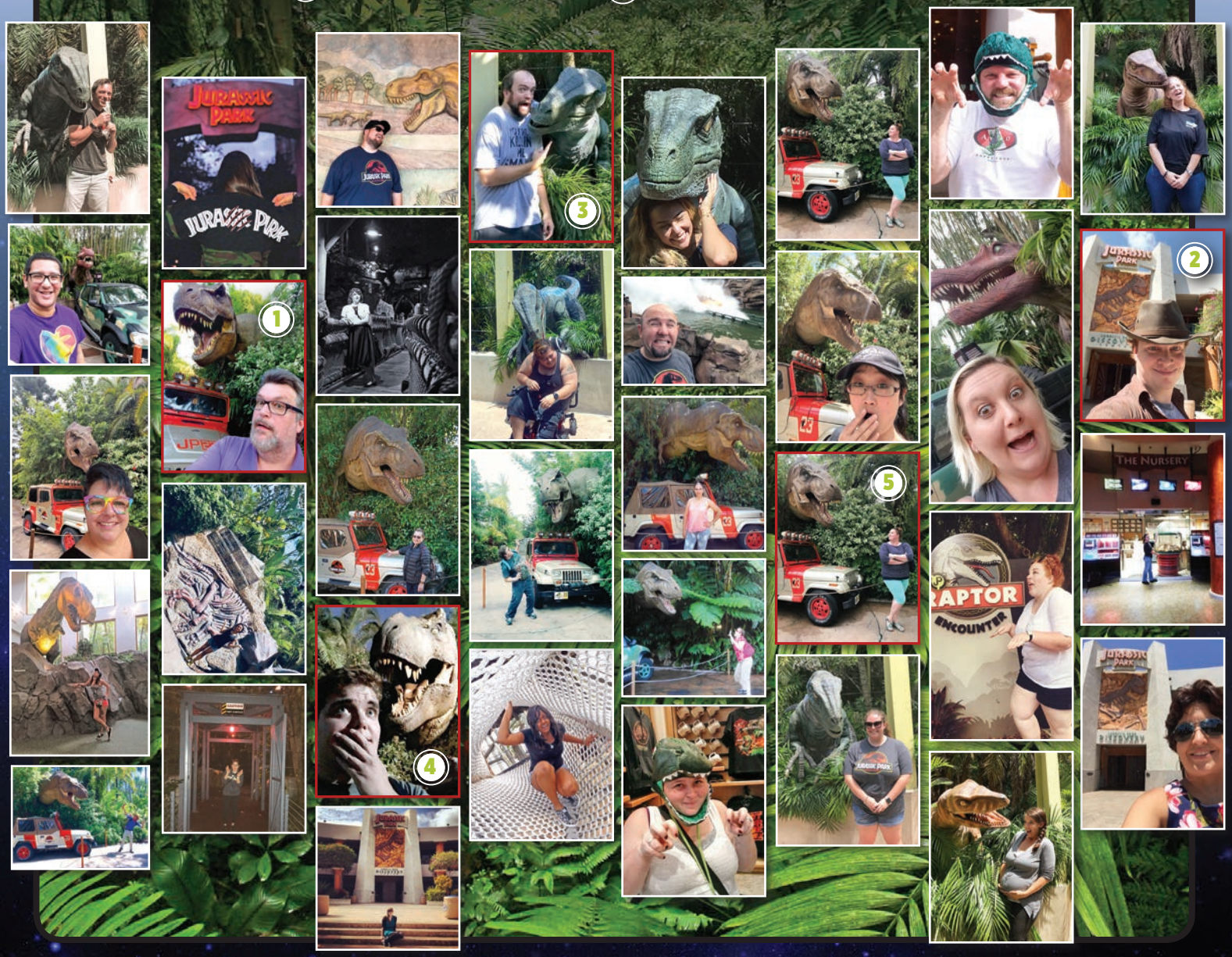
The drop off date for all backpacks and supplies will be August 9.

And There's More!

Thanks for Sharing Your Favorite Spots in Jurassic Park™!

In celebration of the 25th anniversary of the first Jurassic Park film as well as the premiere of the second film in the franchise, ***Jurassic World: Fallen Kingdom***, Team Members took part in some dino-mite fun in June! Thank you to everyone who submitted a photo in our "Share Your Favorite Spot in Jurassic Park contest and congratulations to the following randomly selected winners:

1. **Brian McFadden** Universal Creative
2. **Matthew Faulkner** Entrance Operations
3. **Daniel Kriegbaum** Entertainment
4. **Kimberly Rayshich** Park Services
5. **Jennifer Waymire** Merchandise



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Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.

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